

Diviam Lamoriya

Email: iamdivyam186@gmail.com
Phone: +91 8955656071
Languages: English, Hindi, Marathi, Rajasthani, Haryanvi



Professional Summary

Passionate and dedicated hospitality professional with 1.6 years of experience in the hotel industry, specializing in Food & Beverage (F&B) services and guest relations. Proven track record of delivering exceptional service at Gateway Hotel & AMA Stays & Trails by IHCL. Skilled in customer service, banquet operations, and outdoor catering with the ability to work in dynamic, fast-paced environments..

Education

- R.B.S.E (10th)**
 - Shanti Niketan Public Sr Sec School, Mandrella, Rajasthan
 - Rajasthan Board | 2020 | 66.67%
- Arts (12th)**
 - Shanti Niketan Public Sr Sec School, Mandrella, Rajasthan
 - Rajasthan Board | 2022 | 65%
- Diploma in Hotel Management**
 - Skill & Entrepreneurship Development Institute, Chirawa
 - Ambuja Cement Foundation SEDI | 2024 | Level 4

Professional Experience

The Gateway Hotel, Ambad Nashik, Maharashtra

On Job Training (OJT) | January 2024 - June 2024

- Gained hands-on experience in Food & Beverage Service.
- Successfully worked in 100+ banquet event.
- Managed banquets and successfully coordinated events with precision.
- Provided excellent service in the restaurant, ensuring guest satisfaction.

- Performed key operational tasks, including setting up banquet halls and managing inventories.

Ama Stays & Trails – Taj Group, Nashik, Maharashtra

Bungalow Associate | June 2024 – June 2025

- Oversee Food & Beverage operations and maintain high service standards.
 - Perform housekeeping duties, ensuring cleanliness and comfort for guests.
 - Assist supervisors in operational planning and daily management tasks.
 - Coordinate directly with guests, resolving issues and enhancing their stay experience.
 - Maintain property standards and ensure all guest needs are met efficiently.
 - Collaborate with cross-functional teams to deliver seamless service.
 - Oversaw daily operations of 50+ bungalow bookings, independently managing 15+ from check-in to check-out.
-

Skills & Certifications

- **Cyber Security:** Completed 8-month training program.
 - **Video & Photo Editing:** Expert in video editing (phone), photo editing, and creating AMVs (Anime Music Videos).
 - **Photography & Videography:** Skilled in DSLR handling and content creation.
 - **Tech-Savvy:** Proficient in tech tools and hotel management software.
 - **Customer Service:** Strong communication and problem-solving skills with a guest-focused approach.
 - **Technical & Digital:** Microsoft Office, Content Creation (Reels, Photography), Social Media Management
-

ACHIEVEMENTS

- Best Student Award – Skill and Entrepreneurship Development Institute (SEDI), 2024.
 - Best Trainee Award – Gateway Hotel (IHCL) Nashik.
 - Best Gamer of 2024 (Valorant): Skill and Entrepreneurship Development Institute (SEDI), 2024
-

Hobbies

Video editing | Photography | Gaming | Hiking

